

# Gwernllwyn Leisure Limited

## Annual Return 2025/2026

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The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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## Provider: Gwernllwyn Leisure Limited

### Provider summary

The provider was registered on:	07/11/2018
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	We use a structured approach to staff training through recruitment, induction, supervision and appraisal. All staff complete an induction and are enrolled on QCF qualifications where appropriate. Training is delivered through an e-learning portal that monitors completed training and highlights any outstanding modules. The staff training programme includes core subjects, face-to-face learning, and specialist training, ensuring a highly skilled and competent workforce.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	Recruitment was proactively managed through a combination of online job platforms, social media channels, and word-of-mouth referrals. In addition, our overseas sponsorship licence supported the recruitment of international staff to help meet workforce needs. To promote staff retention, continued investment was made in professional development and employee support. This included regular supervision, access to training opportunities, and opportunities for career progression.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Gwernllwyn Care Home	Care Home Service	Adults Without Nursing

## Service: Gwernllwyn Care Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	07/11/2018
<b>Maximum number of places</b>	68
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 68 individuals can be accommodated at this service.</li><li>• The responsible individual for this service is Trudy Eleene Williams</li><li>• Gwernllwyn Leisure Limited is registered to provide a Care Home Service at Gwernllwyn Care Home GWERNLLWYN CARE HOME, LLANDEILO ROAD CROSS HANDS, LLANELLI SA14 6RD</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	117

### Service management

<b>Responsible Individual(s)</b>	Trudy Williams
<b>Manager(s)</b>	Paula Spruce

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01269845214">01269 845214</a>
<b>Service Contact Email Address</b>	<a href="mailto:info@gwernllwyncarehome.co.uk">info@gwernllwyncarehome.co.uk</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	Both
<b>Other languages used in the provision of the service</b>	There are no other languages used at the service
<b>Non-verbal communication methods used at the service</b>	There are no non verbal communication methods used at the service

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Bar / Café</li><li>• Close to local shops / amenities</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Number of bathrooms with assisted bathing facilities: 4</li><li>• Number of bedrooms with en-suite facilities: 68</li><li>• Number of communal lounges: 5</li><li>• Number of dining rooms: 4</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 68</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li><li>• Wheelchair access</li></ul>
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### Engagement with people using the service

During the last financial year, the service maintained effective arrangements to consult with residents about the operation and quality of care provided. Meetings were held to enable individuals to express their views, experiences, preferences, and any concerns regarding areas such as meals, daily routines, and the support they received. Residents and, where appropriate, their representatives or family members, were actively involved in ongoing care and support plan reviews to
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ensure care remained person-centred and reflective of individual needs and choices. Additionally, satisfaction surveys were distributed twice yearly to residents and their families to capture their views, experiences, and feedback regarding the quality of care and services provided.

### Compliance and quality statement

#### Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

### Fees charged by the service

The minimum weekly fee payable during the last financial year?	£913.66
The maximum weekly fee payable during the last financial year?	£1300

### Complaints processed by the service

Total number of formal complaints made during the last financial year	7
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	6

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	50
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	6	0
Care Worker	21	0
Domestic staff	6	0
Catering staff	7	0

### Training undertaken

#### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed

### Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	All staff have completed

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed

#### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Supervisory Staff (not providing direct care)	3	0	0
Senior Care Worker	0	6	0
Care Worker	4	17	0
Domestic staff	6	0	0
Catering staff	7	0	0

#### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	2	1
Senior Care Worker	6	0
Care Worker	11	10
Domestic staff	0	6
Catering staff	0	7

#### Staff qualifications

##### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	6	0
Care Worker	6	15
Domestic staff	0	0
Catering staff	0	0

##### Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 8am - 8pm 2 staff Night shift 8pm - 8am 1 staff
Care Worker	Day shift 8am - 8pm 7 staff Night shift 8pm - 8am 4 staff